

Attachment J – Minimum Acceptable Service Levels

Introduction

A key objective of the State’s decision to outsource telecommunication requirements is the desire to improve current service levels. For the first 3- months of the contract, the Contractor will provide services at levels equal to or better than the State’s current levels of service. Beginning in month 4 of the contract, the Contractor will deliver services at the negotiated service level.

System Performance Categories are:

- Availability
- Throughput

Service Performance Categories are:

- Provisioning and Fulfillment
- Help Desk
- Problem Resolution

SYSTEM PERFORMANCE					
#	Category	Service Hours	Service Level	Measurement Definition	Notes
Availability					
#1A	Service	24x7x365	Enterprise wide availability	Actual uptime as a percentage of scheduled uptime. Measurement excludes State approved scheduled downtime	The “system” is equal to the aggregate of voice, and WAN components. System is considered unavailable upon failure of any key component (e.g., PBX, WAN circuit, data router, circuit switch) that prevents a single site from using the system.
	<ul style="list-style-type: none"> • Voice • Wide Area Network (WAN) 		<ul style="list-style-type: none"> • 99.99 % • 99.9 % 		

SYSTEM PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
#1B	Voice Mail	24x7x365	99.99% enterprise wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "system" is equal to the aggregate of voice, and WAN components. System is considered unavailable upon failure of any key component (e.g., PBX, WAN circuit, data router, circuit switch) that prevents a site from using the system.
#2	Return to service for Voice and WAN	24x7x365	98% completion within 4 hours	Start time: First detection whether automated or manual of a system / network outage Stop time: Problem resolved and system / network is back in service	Defined as the time to repair various system / network components for those outages requiring human intervention.
Throughput					
#3	Data Transmission	24x7x365	99.9% of Intrastate traffic transmissions less than 85ms	Number of round trips completing in target timeframe or less as a percentage of all roundtrips	Sampling plan acceptable to both the State and Service Manager to be determined
#4	Voice System Call Blocking	24x7x365	During peak calling periods	Number of calls blocked or experiencing service busy as a percentage of all calls	
	• Intra premise / switching system		>1%		
	• Long Distance		>1%		
	• IVR, PDS		>1%		
	• Voice Mail		>1%		

SERVICE PERFORMANCE					
Category	Category	Category	Category	Category	Category
Provisioning and Fulfillment					
#5	Service Request Response – length of time to evaluate service requests and provide schedule and cost estimates	7:00 a.m. - 5:00 p.m. Monday – Friday, excluding State holidays	98% of repair requests are completed within 4 hours.	Number of Service Requests responded to within specified timeframes as a percentage of all Service Requests received	
#6	Order Fulfillment	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	99.99% of telephone installation repair requests are completed within 5 work days.	Number of orders fulfilled within Service Manager specified timeframe as a percentage of the total number of orders fulfilled	
#7	IMACD (Install, Move, Add, Change, Deletions) Service Completion	7:00 a.m.- 5:00 p.m. Monday – Friday, Excluding State holidays	95% of telephone installation service requests to be completed within 5 business days after receiving request.	Number of IMACDs completed within scheduled timeframe as a percentage of the total number of IMACDs attempted	
#8	IMACD Completion Confirmation Call	7:00 a.m.- 5:00 p.m. Monday – Friday, Excluding State holidays	90% within 2 hours of completion.	Number of completion confirmation calls performed within 2 hours as a percentage of the total number of completion confirmation calls placed.	
Help Desk					
#9	First Call Problem Resolution Rate	24x7x365	95 % of telephone repair requests completed correctly on 1 st call.	Number of problems resolved during the first call as a percentage of the total number of calls placed	“Call” includes all forms of real-time and asynchronous contact including electronic trouble reports, etc.
#10	Dispatch Confirmation call	24x7x365	99% within 15 minutes for Mission Critical functions 99% within 1 hour for all other functions	The number of dispatch confirmation calls placed within specified timeframe for each category as a percentage of the total number of confirmation calls placed within that category.	Notification calls placed to end user of approximate time for technician response to service call requiring technician dispatch.
#11	Average Speed to Answer	24x7x365	99% within 1 minute	Number of calls answered within 1 minute as a percentage of the total number of calls answered	

#12	Call Abandonment Rate	24x7x365	No more than 5%	Number of abandoned calls as a percentage of the total number of calls	An "abandoned" call is one which has entered the queue, but the caller "hangs up" before the call is answered.
Problem Resolution					
#13	Priority 1 - Mission Critical Impact	24x7x365	95% within 4 hours 99% within 6 hours	Number of problems resolved (including temporary "fixes") within timeframe as a percentage of the total number of problems at this priority	When temporary fixes are implemented, schedule for permanent resolution to be provided at time fix is implemented.
#14	Priority 2 - Major Impact (multiple groups of users at single site or more than a single user site down)	24x7x365	99% within 8 hours	Number of problems actually resolved within timeframe as a percentage of the total number of problems at this priority	
#15	Priority 3 - Moderate Impact (single groups of users at single site down)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	99% by the end of the next business day	Number of problems actually resolved within timeframe as a percentage of the total number of problems at this priority	
#16	Priority 4 - Minor Impact (single user affected; workaround available)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	99% within 5 business days	Number of problems actually resolved within timeframe as a percentage of the total number of problems at this priority	Vendor provides system which categorizes/prioritizes calls and reports call closure statistics.
#17	Repeat Calls for Service	24x7x365	No more than 2%	Number of repeat calls as a percentage of the total number of calls	Repeat call is defined as a recurring failure of the same device, or request for same service, within 30 days.

MASL and Report Specific Requirements and Contract Items:

1. Invoice and billing report to be available no later than end of the 10th business day from the close of the billing cycle
2. Contractor will develop and implement a methodology for responding to State billing inquiries such that within 30 days of the Contract Effective Date, all billing inquiries are answered within 10 working days.
3. Within 30 days from the execution date of the contract, Contractor will develop and provide the methodology for monitoring, measuring and reporting service performance. The methodology is to include definition of the measurement criteria and escalation criteria and procedures.

4. Service volumes and levels are to be measured and reported on a calendar month basis. In addition to the current reporting month, service level reports are to display a rolling twelve-month history.
5. In addition to reporting service volumes and levels on a monthly basis, the Contractor is to track daily activity volumes for those services identified by the State. The State intends to use this information to identify activity peaks and valleys.
6. Contractor will coordinate security audits at least annually.
7. Contractor will provide call data record report on request of State within 10 business days of the request.
8. Contractor to provide toll free telephone lines in adequate quantity to handle call volume and ACD system to record call date, time and duration information.
9. Contractor will meet all State security requirements for access to systems and facilities.
10. Contractor will categorize and prioritize calls, and provide call closure statistics.
11. Contractor will track and provide a report of all calls abandoned per MASL.
12. Contractor will be held responsible for strict compliance to the Service Level Agreements included in the Contract,. The State expects to develop, with Offeror's input, comprehensive problem escalation procedures for problem resolution issues and failure to meet standards issues, which will include a tiered liquidated damages schedule.